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NAVY REGION SOUTHWEST
REGIONAL EMERGENCY MANAGEMENT PROGRAM

Annex M

Humanitarian Services

1. **Discussion**. This annex provides specific role identification for key humanitarian action personnel, and delineates organization, command relationships, responsibilities and guidance in the area of humanitarian services.
2. **Personnel Requirements**. The following personnel and/or groups are concerned with humanitarian services and should be involved in planning and training for crisis response:
 - a. The Regional Office of Emergency Management (OEM).
 - b. Commanders, commanding officers, OIC's, ACOS's, Program Directors, and Program Managers.
 - c. Command Emergency Management Officers (EMO's).
 - d. Fleet and Family Support Centers (FFSC's).
 - e. Public Affairs Officers.
 - e. Staff Judge Advocates/Legal Officers.
 - f. Medical Officers.
 - g. Chaplains.
 - h. Key leadership spouses.
 - i. Command Ombudsman.
 - j. Casualty Assistance Calls Officers (CACO)
3. **Responsibilities**

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a. **Commanding Officer.** The activity commanding officer has overall responsibility for the disaster preparedness of the command and all personnel. These responsibilities include:

- (1) Saving lives.
- (2) Re-establishing lines of authority.
- (3) Minimizing loss of physical resources and damage to property.
- (4) Providing assistance to other disaster relief organizations and officials.
- (5) Providing humanitarian actions necessary to minimize human resource losses.
- (6) Ensuring the command emergency management or self-help plan includes humanitarian services contingencies.
- (7) Developing Memoranda of Understanding with local voluntary and quasi-governmental organizations (i.e. Navy/Marine Corps Relief, Salvation Army, etc.), and submitting such agreements to the Regional OEM for review and approval.
- (8) Planning for staff augmentation in the event of a crisis.
- (9) Maintaining liaison with and carrying out direction from higher authority and other commands (NMPC, CHINFO, Inspector General, NMPC-64 Casualty Branch, Secretary of the Navy, COMNAVMEDCOM, NMPC-06 Legal office, the Comptroller of the Navy), and Principal and Regional Planning Agents, all of whom have responsibilities in the area of humanitarian services.

b. **Fleet and Family Support Centers (FFSC).** FFSC's shall be responsible for the following actions:

- (1) Consulting with the commanding officer on family matters, military and community resources, and human services available to support affected commands.
- (2) Directing service provision in the areas of crisis intervention, counseling, information and referral; support services provided to individuals and families; coordination of volunteers; critical incident stress debriefings and other educational services; and training for ombudsmen, command and public officials, and key spouses.
- (3) Consistent with CACO responsibilities, managing twenty-four hour outreach sites to support singles and families during the notification and casualty assistance phases of disaster relief operations.

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(4) Consistent with CACO responsibilities, coordinating and disseminating information to family members, the general public and first responders in disaster relief operations with close support and guidance from the Public Affairs Officer.

(5) Coordinating volunteers.

(6) Supporting ombudsmen, key spouses, and first responders.

(7) Coordinating civilian human services agency assistance as necessary in a mass casualty situation.

c. **Public Affairs Officer (PAO).** The role of the command PAO in humanitarian service crisis situations is outlined in this instruction.

d. **Staff Judge Advocate/Legal Officer.** In addition to those areas of normal legal assistance the command Staff Judge Advocate/Legal Officer shall be responsible for the following in times of crisis:

(1) Acting as principal legal advisor to the commanding officer and other commanders affected by the crisis.

(2) Providing liaison with local, state, and federal disaster legal officials.

(3) Coordinating legal matters with higher authority.

(4) Coordinating legal and claims assistance centers for active duty, reservists, retirees, and dependents.

e. **Medical/Dental Officer.** The primary role of medical and dental officers assigned to Navy installations is defined in their BUMED instructions. Additionally, medical and dental officers assigned to the command shall be responsible for the following during disaster situations:

(1) Saving lives.

(2) Supporting first responders and continued disaster operations.

(3) Ensuring that environmental hazards are within acceptable levels to continue working and/or living.

(4) Evaluating and controlling the medical aspects at the disaster site to the degree necessary to ensure that emergency medical service is provided to the injured.

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(5) Providing the emergency medical personnel and equipment necessary for the establishment of triage, first aid, and medical emergency support care stations.

(6) Overseeing the preparation of casualties for evacuation at the scene of the disaster.

(7) Providing direct medical and dental services as needed.

(8) Coordinating all activities and assistance requirements from other health care providers, public safety officials, and environmental officials through the station on-site commander/officer in charge.

(9) Consistent with CACO responsibilities, coordinating mortuary services and communicating next of kin information.

(10) Consistent with CACO responsibilities, coordinating return of casualties and injured to appropriate facilities and communicating next of kin information.

(11) Providing psychiatric and social work services for first responders, survivors, and family members in the areas of crisis intervention, grief counseling, critical incidents stress debriefings, clinical services, educational services, etc.

(12) Producing higher headquarters medical status reports.

f. **Chaplain.** Chaplains assigned to Navy installations play a major role in crisis situations, regardless of the nature, scope, and effect of the disaster. The chaplain shall be responsible for:

(1) Assisting CACO's, counseling and comforting primary and secondary next of kin.

(2) Identifying outreach/housing sites for family members, Fleet and Family Support Centers, and other crisis assistance centers.

(3) Providing divine services, religious counseling, outreach services, visits to the sick and injured, memorial services, funerals, after-care services, grief counseling, support groups, etc.

(4) Closely coordinating with FSSC members, ombudsmen, and key spouse volunteer coordinators in community liaison, and resource acquisition and utilization.

(5) Assisting Public Affairs Officers as necessary.

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(6) Ensuring twenty-four hour manning of chapels. Manning FSSC twenty-four hour outreach sites to provide counseling and pastoral care.

(7) Assisting the commanding officer, the FSSC staff and volunteers, key leaders in disaster situations, first responders, ombudsmen, key spouses, human service providers, and other chaplains as directed.

g. **Key Spouses.** Although outside the official chain of command structure, key spouses often have extensive experience in dealing with spouses and other family members during crisis situations. Their system of response is often highly organized and they are well supported by their chains of command and Public Affairs Officers. On a voluntary basis, the role of key spouses in crisis situations shall be:

- (1) Acting as unofficial spokespersons for the commanding officer.
- (2) Advising other key spouses.
- (3) Acting as problem solvers.
- (4) Acting as volunteers and morale monitors at FSSC twenty-four hour outreach sites.
- (5) Assisting where needed within the crisis incident system.

h. **Casualty Assistance Calls Officer (CACO).** Navy Region Southwest is the CACO coordinator for the region. Commanding officers shall coordinate all CACO requests, including assistance in preparing for humanitarian service contingencies, with the Regional CACO coordinator.

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